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<p>(21) International Application Number: PCT/US00/13038</p> <p>(22) International Filing Date: 11 May 2000 (11.05.00)</p> <p>(30) Priority Data: 60/133,346 11 May 1999 (11.05.99) US 09/568,603 10 May 2000 (10.05.00) US</p> <p>(71) Applicant: WEBVAN GROUP, INC. [US/US]; 310 Lakeside Drive, Foster City, CA 94404 (US).</p> <p>(72) Inventors: BORDERS, Louis, H.; 435 Tasso Street, #300, Palo Alto, CA 94301 (US). RELAN, Arvind, Peter, 2472 Whitney Drive, Mountain View, CA 94043 (US). LLOYD, Margaret, Sue; 728 Nash Avenue, Menlo Park, CA 94025 (US). BHARGAVA, Sunil; 45 Sheldon Way, Hillsborough, CA 94010 (US). WIJAYA, Joyo; 125 Seminary Drive, Menlo Park, CA 94025 (US). HAM, Peter, 250 Walter Hays Drive, Palo Alto, CA 94303 (US). CLOSSMAN, Gray, Andrew; 1944 Tasso Street, Palo Alto, CA 94301 (US). MAYYA, Ajit, Ramachandra; 13575 Lomond Court, Saratoga, CA 94070 (US).</p> <p>(74) Agent: WOLF, Dean, E.; Beyer Weaver & Thomas, LLP, P.O. Box 130, Mountain View, CA 94042-0130 (US).</p>		<p>(81) Designated States: AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY, CA, CH, CN, CR, CU, CZ, DE, DK, DM, DZ, EE, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, NO, NZ, PL, PT, RO, RU, SD, SE, SG, SI, SK, SL, TJ, TM, TR, TT, TZ, UA, UG, UZ, VN, YU, ZA, ZW, ARIPO patent (GH, GM, KE, LS, MW, SD, SL, SZ, TZ, UG, ZW), Eurasian patent (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European patent (AT, BE, CH, CY, DE, DK, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE), OAPI patent (BF, BJ, CF, CG, CI, CM, GA, GN, GW, ML, MR, NE, SN, TD, TG).</p> <p>Published Without international search report and to be republished upon receipt of that report.</p>	
<p>(54) Title: INTEGRATED SYSTEM FOR ORDERING, FULFILLMENT, AND DELIVERY OF CONSUMER PRODUCTS USING A DATA NETWORK</p> <p>The diagram illustrates the integrated system architecture. It starts with Customers interacting with CSRs (143) and Vendors (185). CSRs connect to a GUI (142) which is linked to a Help DB (145). Vendors connect to an EDI (147) which is linked to a CSS DB (146). The Help DB and CSS DB are connected to a Cust. Capacity Alloc (128) and Catalog (122). The Catalog is connected to a Webstore (WS) 132, XPS 124, CRM 126, and DBs. The Cust. Capacity Alloc is also connected to a TRM (108) and a Search Engine (120). The Webstore connects to MFDs (112), Tax Server (114), CC Server (116), and Route Planner (118). The Route Planner connects to Couriers (110) and TRM (108). The Catalog connects to Prep (135) and a PUB DB (140). Prep connects to Merchant(s) / Content Managers (133) and a PUB Web GUI (134). The PUB DB connects to MFG DB (155) and OMS FS DB (150). MFG DB connects to OMS GUI (152) and DWS (180). OMS GUI connects to ODS (181) and DW (182). DWS connects to ODS and DW. DW connects to ODS. ODS connects to a Data Network (100). The OMS GUI also connects to a DC (162) which contains OFS GUI (162), RF Guns (164), and OFS DB (161). The DC connects to a Conveyor Server (172) and a Carousel Server (171). The Conveyor Server connects to Conveyor Client (173) and a Carousel Client (174). The Carousel Client connects to Scanners (175) and Conveyors (176). The ODS and DW also connect to a Data Network (100).</p>			
<p>(57) Abstract</p> <p>A technique for effecting electronic commerce using a data network is described. The data network includes a plurality of subsystems which, together, form an integrated system for receiving customer orders for selected items via a data network, fulfilling the customer orders, and delivering the ordered products to the customers. Moreover, according to a specific embodiment, the integrated nature of the system architecture of the present invention allows the on-line merchant to provide a guarantee to the customer that the ordered items will be available to be delivered to the customer at the specified delivery date, time, and location.</p>			